



# Developing & Retaining Women Employees

We Power Conference, 20<sup>th</sup> Feb 2019



# About the Organization: Tata Power-DDL

1<sup>st</sup> July  
2002

Came into Existence, post unbundling of Erstwhile  
Delhi Vidyut Board

Joint  
Venture

Tata Power and Delhi Government, with 51% share of  
Tata Power

Core  
Business

Distributes Electricity in North & North West Parts of  
Delhi (100+ Offices)

Front-  
runner

Implementation of Power Distribution Reforms (Geographical Information System (GIS), Advanced  
Distribution Management System (ADMS), Smart Meter, Field Force Automation and more)



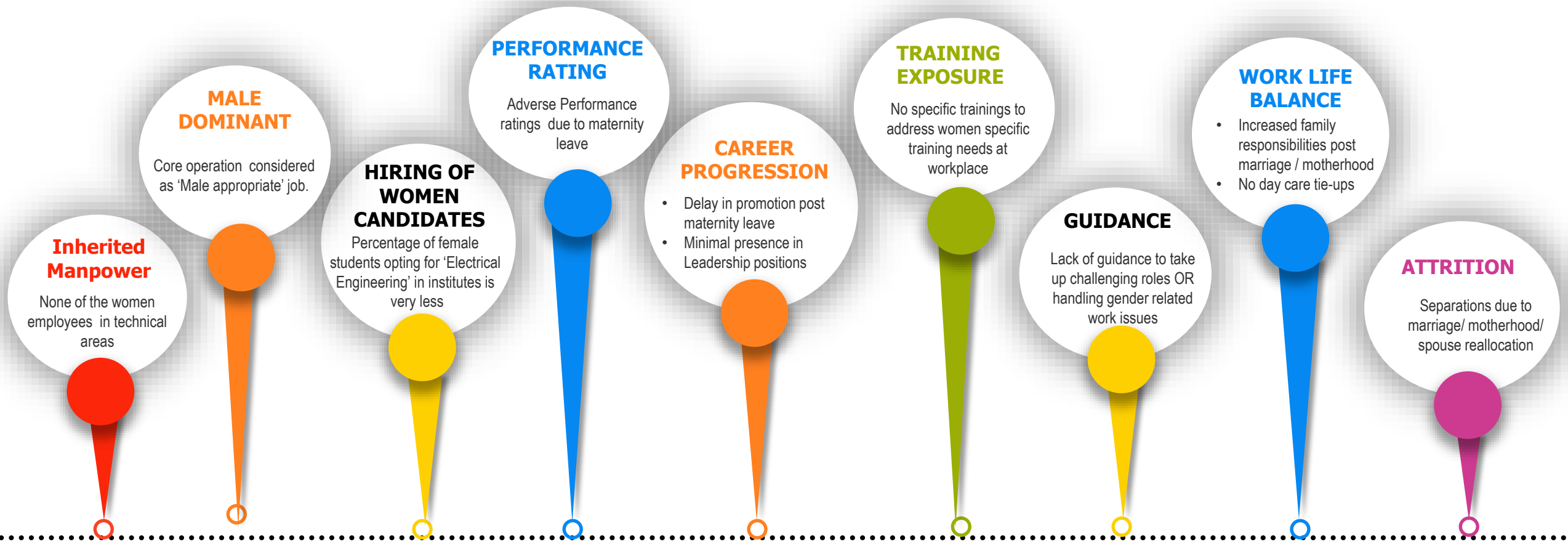
**37<sup>th</sup>**  
Position in  
Great Place  
to Work  
Survey 2017

**3400 Employees**

**Serving a Populace of  
7 million**

**A customer base of  
1.64 million**





# Challenges Faced

# Planned interventions to address these challenges

# Focused approach towards hiring female candidates

- **Internal Target** of recruiting at least **30% Women employees** at various levels
- **Institutes only for women** have been identified for **Campus Recruitment**.
- **Employee Spouse Recruitment Scheme**
- Selection is done as per the merit only.
- Women employees **part of interview panels**

# Developing Women Leaders

## Challenging Roles

- Posting of Women Employees in Zones, Sub transmissions, Protection & Testing
- Mentoring by Chief (Operations & Safety) – Quarterly Meeting
- Increased presence in leadership position
- Additional Responsibilities such as
  - 'Team leads' of Strategy assignments
  - Mentoring of trainees
  - Innovation council members



## All Women Customer Care Centres

- Two All Women Customer Care Centres for empathetic handling of customer needs.
- Each center has a team of **10 women employees** headed by a **Customer Service Manager** who takes care of all the customer requirements like **new supply provisions, billing, metering, payment related matters**.

# Developing Women Leaders

## Mentorship by Senior Leaders

- “Mentoring Program” was introduced in Year 2014 for women employees ‘Manager & above’.
- Mentors from Senior Management Team allotted to women employees
- Monthly meetings
- Encouraged and motivated to take up challenging roles.
- These women employees are now mentors of women employees in ‘Junior Management’.

## External Trainings & Higher Education

- Women Employees are nominated for high value trainings at **IIMs, TMTC** etc.
- Higher education opportunities through **Company sponsored programs** and **Sabbatical policy**

## International Exposures

- Women employees are being exposed to international forums as **speakers, participants** some have even done **Projects** like ‘Distribution System Analysis’ for Future Ready Network’ with Smart Grid Canada and CUE-Ryerson University.



# Exclusive Training Program For Women Employees



**Leadership Training Program for Women Managers from IIM Faculty**



**Women in Leadership League**



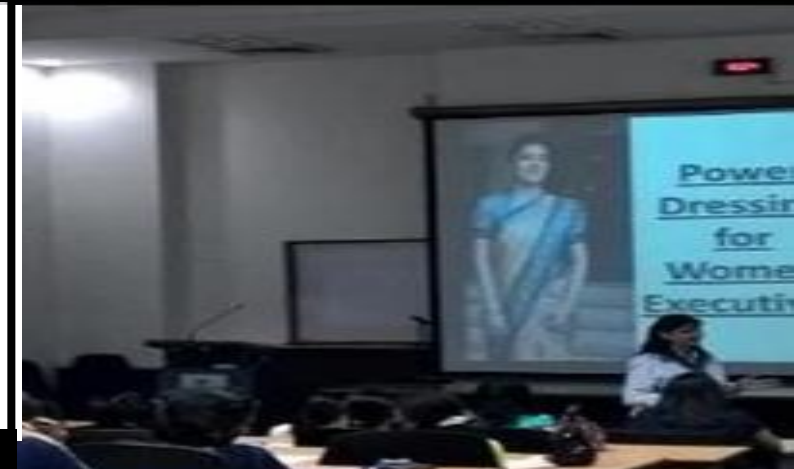
**POSH Sessions**



**Self Defence Training**

**Themes like  
Leadership Development  
Diagnostic Ability , Negotiation Skills  
Brand 'You' ,  
Interaction with women leaders,  
Strategies to deal with gender issues**

**A series of customized leadership programs for development of women employees**



**Image Management Program for Women**



# Support During Critical Stages of Life

## Maternity Leave

26 Weeks of Maternity Leave

Extendable up to 12 weeks of  
Extraordinary Leave

## Child Adoption Leave

Provision of Child adoption  
Leave of 18 weeks

## Flexible Working

For Female employees who  
join after Maternity, for the  
initial 6 months

Plan out their daily work  
timings after discussion  
with the Manager

## Break In Service

For a period of upto 2 years,  
post completion of  
Maternity/ Child Adoption  
leave, with a view to curb  
attrition caused due to child  
birth

Guidelines have been laid  
down to Protect the  
Performance Ratings of  
the deserving employees

Tie up with Crèches and  
Day Care

50% contribution by  
Company

Re-Orientation  
Programs designed for  
employees returning from  
Maternity Leave

Employee Assistance  
Program to provide free  
counselling services

# Open Dialogue to connect with Women Employees



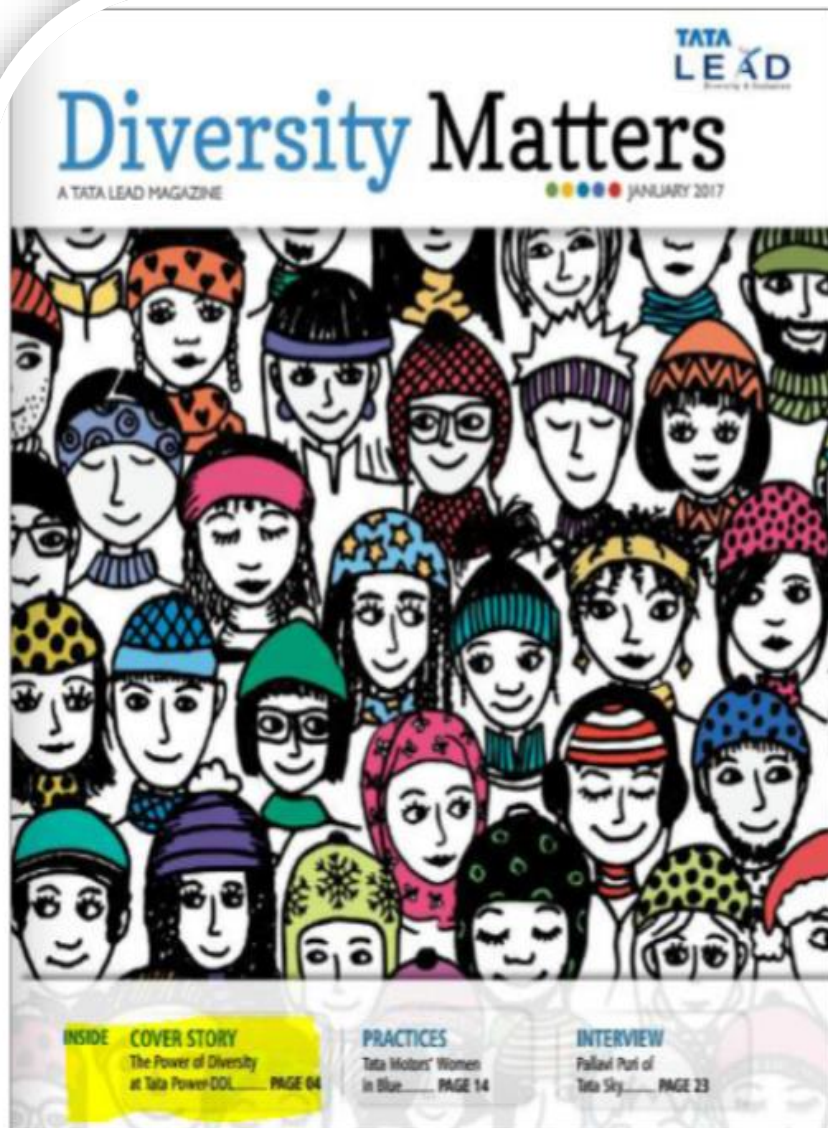
## OPEN DIALOGUE WITH CEO

- CEO interacts with women employee in an open Dialogue every year,
- Employees can discuss their concerns and give feedback / suggestions on various policies.
- Women employees are encouraged & motivated to take up challenging roles.

## Voice Of Employees

- Chief HR& Admin visits different offices and interacts with all employees (monthly).
- Women Employees are encouraged to share their experiences, suggestions in these sessions.

# TPDDL WOMEN FRIENDLY POLICIES



**Cover  
Story in  
Tata Lead  
(Jan 2017  
Edition)**

**Also  
recognized  
as a  
promising  
practice in  
TATA EDGE**



**Celebrating Womanhood !!!**



**International Women's Day**



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**THANKYOU**

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